

Getting Started: ISNetworld Requirement for Contractors Performing High/Medium Risk Work

Tennessee Valley Authority (TVA) has a responsibility to ensure safety in the workforce and conduct business in a manner that facilitates access and encourages competition for responsible, safe contractors while maintaining a fair and transparent process.

TVA aims to select contractors that demonstrate experience, responsibilities and offer products or services that meet TVA's requirements. To assist in this process, TVA has enlisted the help of ISN to manage contractor safety information for high/medium risk contractors. ISNetworld allows TVA to monitor Health, Safety and Environmental, insurance and other compliance information through a central repository, ISNetworld. Through ISNetworld, TVA is able to maintain:

- Transparent processes while increasing due diligence
- Verified, timely information for decision making that can be shared among TVA business units
- Access to real-time contractor information
- Consistent processes that reduce duplicative efforts for contractors working across multiple projects/jobsites
- Effective communication vehicles that leverage technology and service

ISNetworld aids TVA in ensuring proper due diligence and monitoring safety across our jobsites.

Contractors with existing contracts with TVA will not experience an immediate status change with TVA. However, all contractors who perform high/medium risk work on TVA properties will be required to become members of ISNetworld and meet TVA requirements. If your company is a current subscriber to ISNetworld, there is no additional fee.

To begin its implementation, TVA is requiring key Transmission contractors to become members of ISNetworld. These contractors are required to subscribe to ISNetworld by January 31, 2014. All other contractors performing high or medium risk work for TVA will be notified of the requirement to subscribe to ISNetworld at a later date.

For further details about ISNetworld or to begin the subscription process, please contact the ISN Customer Service Team at (800) 976-1303 or visit their website at www.isn.com.

Frequently Asked Questions: ISNetworld

Q: Is my organization required to maintain an ISN subscription after being awarded a contract?

A: Yes. TVA uses ISNetworld to monitor contractors who perform high/medium risk work and have an active contract with TVA. The ISNetworld requirement is outlined in the tender documents as well as your contract.

Q: Is my organization required to maintain an ISN subscription to bid on high/medium risk work?

A: Yes, on a go-forward basis. Current contracts will not see an immediate status change. TVA values the safety of its employees, contractors and the community. There is a nominal fee for contractors. TVA believes the benefits to both TVA and TVA contractors far exceed any associated costs. This shared cost model requires all parties to be invested in safety and compliance while assisting TVA with rewarding work to the best-value contractors.

Q: How does ISNetworld help improve safety at TVA?

A: ISNetworld functionality assists TVA to streamline its contractor data management processes and gain access to real-time contractor information. In our efforts to create an injury-free workplace, ISNetworld helps TVA track contractors' safety and regulatory compliance information and make data driven decisions.

Q: How does TVA use ISNetworld to monitor contractor performance?

A: TVA uses ISNetworld to assess, monitor, and analyze contractors' Health, Safety and Environmental (HSE), Experience Modification Rate (EMR), OSHA Forms, insurance and other compliance information. Through ISNetworld, TVA has the opportunity to streamline the bid process for contractors by allowing them to bypass certain sections of the response if they are current subscribers to ISNetworld. This reduces duplicative efforts for those contractors who bid on multiple jobs/projects and allows them to maintain up-to-date records for multiple clients. ISNetworld also allows contractors to gain marketing exposure to clients around the globe through their online company profile.

Q: Can TVA improve contractor performance through ISNetworld?

A: Yes. TVA Performance Evaluations aim to improve performance by ensuring the use of responsible contractors who will drive continuous progress in safety culture and effective project delivery. These performance evaluations can be uploaded into ISNetworld and tracked over time. TVA can then provide data driven feedback to contractors to drive performance and maintain full transparency.

Q: How did TVA select ISN?

A: After an extensive evaluation process, TVA partnered with ISN based on its capabilities, US client base and resources for TVA and TVA contractors. ISN has proven results across North America.

Q: What is the cost to my company?

A: ISN pricing is all-inclusive and transparent. Pricing for all ISN customers, including TVA, is posted online at <http://www.isnetworld.com/Homepage/subscriptionPricing.aspx>.

Q: How do I establish or get technical help with my ISNetworld subscription?

A: For assistance contact ISNetworld Customer Service Team by phone at (800) 976-1303 or email at customerservice@isn.com.